INSTRUCTOR

Dr. Jack Leu  
Markstein Hall 451  
(760) 750-4225  
leu@csusm.edu

OFFICE HOURS

Tuesday or Thursday: 10:30 – 11:30 a.m. or by appointment

CLASS SCHEDULE

Tuesday and Thursday: 13:00 – 14:50, MARK 307

TEXTBOOK


Course materials are available online (the URL address will be provided later)

LEARNING OBJECTIVES

The aim of this course is to help students become effective managers in today’s competitive environment. The learning objectives of this course include:

1. understand the interrelatedness of the operations function facing service and manufacturing organizations;

2. gain the insight into what operations managers do;

3. learn the optimization tools that the operations managers use to make better operating decisions;

4. acquire the management principles that allows an organization to embark on the journey of continuous improvement; and

5. learn the best practices that can be adapted to service and manufacturing organizations.

CONDUCT OF CLASS:

This class adopts cooperative learning. The objective of the cooperative learning is to create a learning environment in which students will be able to discover new knowledge through group activities such as brainstorming, coaching, debates, and so forth. Students will work on a team of 3-4 students on cases and assigned problems.

Students are expected to keep up with course materials. Therefore, quizzes will be given on a
regular basis. No make-up quizzes will be granted without the instructor’s prior consent.

IMPORTANT INFORMATION

1. The instructor will not tolerate academic dishonesty. Any offense will be reported to the campus. Please refer to the campus’s policy at http://lynx.csusm.edu/policies/policy_online.asp?ID=25
2. The University provides service for students with special needs. Please contact the Office of Disabled Student Services if you have such a need. The Office is located in Craven 5205 and be reached by phone (760-750-4905) or e-mail (dss@csusm.edu).

GRADING POLICY

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<tr>
<th>Component</th>
<th>Weight</th>
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<tbody>
<tr>
<td>Exam I</td>
<td>20%</td>
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<tr>
<td>Final Exam (An Oral Exam)</td>
<td>20%</td>
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<tr>
<td>Quizzes</td>
<td>20%</td>
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<tr>
<td>Term Project (written)</td>
<td>15%</td>
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<tr>
<td>Term Project (Presentation)</td>
<td>15%</td>
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<tr>
<td>Class Participation</td>
<td>10%</td>
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Letter grades will be determined as follows:

- A: 92+
- A-: 90 - 92
- B+: 87 - 90
- B: 82 - 87
- B-: 80 - 82
- C+: 77 - 80
- C: 70 - 77
- F: 70-

EXAMINATIONS

Examinations are closed-book, but a sheet of formula will be provided. All the exams in this class are a combination of essay questions and quantitative analyses.

The final exam will be an oral exam. The detailed schedule and format will be provided 1-2 weeks before the exam. You are expected to explain the concepts learned in the class.

MAKE-UP EXAMS

No make-up exam will be available unless there are acceptable reasons.

CASE REPORTS

Homework will be due in each class. No late homework will be accepted.

The instructor will assign small cases at times. You need to study the case carefully and write a short report of 1-3 pages, types, and 1.5 line-spaced.

LATE HOMEWORK
No late homework will be accepted.
TERM PROJECT

Topic: A case study of a local firm of any type

Project Execution: Each project will be conducted by a team of three to four students. The team must visit the firm and interview the senior managers to understand the firm’s operations. The project should include the description of the operations, the identifications of problems, and recommendations. Students are responsible for forming their own team. No single-author project will be accepted.

Final Product: The final product of the project is a written report.

Suggested Outline: A report should include, but is not limited to, the following key elements:

a. Executive summary
b. Introduction
c. The history of the company
d. The key products or services of the company
e. The environment of the company
f. The production/operations system of the company
g. Define the problems
h. Describe the approaches the company used to deal with the problems (or propose solutions)
i. Analysis of the approaches
j. Recommendations
k. Conclusion

This is only a suggestion; you can determine your own project outline.

Peer’s Evaluation: In order to guarantee the quality of the project, every portion of the project must be critiqued all team members. The result of the review should be documented (one page is sufficient) and submitted with the project. Any mistakes and deficiencies found in the critique should be corrected prior to the submission of the paper. The instructor expects a flawless report from each team.

Presentation: Each team has to formally present its findings in about 15-20 minutes. The presentation will be evaluated by all the students in the class and the instructor. Visual aids for the presentation are highly recommended.

UNIVERSITY WRITING REQUIREMENT

Students are required to fulfill a writing requirement of 2,500 words throughout the semester. This requirement will be reinforced via reports and essay questions in quizzes and examinations. All reports should be typed and free of grammatical errors.
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<tr>
<th>Topics</th>
<th>Estimated Duration (In weeks)</th>
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<tbody>
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<td>Introduction</td>
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<td>Process Selection and Facility Layout</td>
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<td>Inventory Management</td>
<td>2 1/2</td>
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<tr>
<td>Material Requirements Planning and ERP</td>
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<td><strong>Review and Midterm</strong></td>
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<td>Just-In-Time and Lean Operations</td>
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<td>The Transportation Model</td>
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<td>Aggregate Planning</td>
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<td>Quality Management and Statistical Process Control (part of this is discussed throughout the course)</td>
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<td>Project Management (if time permits)</td>
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<td><strong>Final Exam</strong></td>
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